

2016 - 2018 ARIZONA MASTER LIST OF STATE GOVERNMENT PROGRAMS

ICA 0.0	Agency Summary
INDUSTRIAL COMMISSION OF ARIZONA	
James Ashley, Director	
Directors Office (602) 542-4411	
A.R.S. § 23-108.01	
Plan Contact: Sylvia Simpson, Chief Financial Officer	
Administration (602) 542-4654	

Mission:

To efficiently and effectively administer and enforce all applicable laws, rules, and regulations not specifically delegated to others relative to the protection of life, health, safety, and welfare of Arizona employees.

Description:

The Industrial Commission of Arizona (ICA) was created in 1925. It oversees the state workers' compensation system. The ICA's role includes employee-related issues such as minimum wage laws, occupational safety and health, youth employment laws, resolution of wage related disputes, vocational rehabilitation of injured workers, and providing workers' compensation benefits to claimants of uninsured employers, and bankrupt self-insured employers.

◆ Goal 1 To track agency FTE count.

Objective: 1 FY2016: N/A
FY2017: N/A
FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of active employees in HRIS (excluding board and commission members, interns, volunteers, and "pool" positions).	215	215	0
Explanation:	Statewide Reporting Metric		

◆ Goal 2 To track the percentage of the Arizona Management System adoption.

Objective: 1 FY2016: N/A
FY2017: N/A
FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Percentage of adoption of AMS.	0	75	0
Explanation:	Statewide Reporting Metric		

◆ Goal 3 To track the number of regrettable attrition.

Objective: 1 FY2016: N/A
FY2017: N/A
FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of regrettable attrition.	9	6	0
Explanation:	Statewide Reporting Metric		

◆ Goal 4 To track the number of Administrative Rules improved.

Objective: 1 FY2016: N/A
FY2017: N/A
FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of Administrative Rules improved.	0	1	0
Explanation:	Statewide Reporting Metric		

◆ Goal 5 To track the number of breakthroughs achieved.

Objective: 1 FY2016: N/A
FY2017: N/A
FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of breakthroughs achieved.	0	1	0
Explanation:	Statewide Reporting Metric		

◆ Goal 6 To increase the percentage of services online.

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Percentage of services online.	41	50	0
Explanation:	Statewide Reporting Metric		

ICA 1.0	Program Summary
ADMINISTRATIVE SERVICES	
Sylvia Simpson, Chief Financial Officer	
Industrial Commission of Arizona (602) 542-4654	
A.R.S. § 23-101, et seq.	

Mission:

To provide support services necessary to ensure the efficient and effective operation of the Industrial Commission.

Description:

Administrative Services comprises the following five departments or divisions: Director's Office, which provides executive management and Commission support services; Accounting which provides financial accounting, investment management, tax assessment and collection, budgeting, strategic planning, and workers' compensation self-insurance program services; Management Information Services; Human Resources; and Special Services, which provides facilities management, procurement, and mail services.

◆ Goal 1 To process all personnel actions in an effective manner on a timely basis.

Objective: 1 FY2016: To process all personnel transactions in an efficient, timely manner and in compliance with all Federal, State, and Personnel System Rules.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Actions processed	10,307	0	0
Percent of Agency staff turnover	11.0	0	0
Administration as a percent of total cost	8.0	0	0

◆ Goal 2 To process all accounting transactions correctly on a timely basis.

Objective: 1 FY2016: All invoices will be paid within 30 days of receipt.

FY2017: All invoices will be paid within 30 days of receipt.

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Invoices processed	47,665	47,500	0
Warrants, checks and ACH payments completed	12,894	13,000	0
Purchase orders processed	1,196	1,200	0
Number of days to process an invoice upon receipt by the agency.	30	30	0

◆ Goal 3 To process all self-insurance new applications and renewal applications efficiently and in a timely manner.

Objective: 1 FY2016: Renewals will be processed within sixty days of receipt of completed renewal application. New applications will be processed within seventy days of receipt of completed application.

FY2017: Renewals will be processed no later than sixty days of receipt of completed renewal application with the goal of reducing completion time to forty eight days. New applications will be processed no later than seventy days of receipt of completed application with the goal of reducing completion time to fifty six days.

FY2018: N/A

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Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Self-Insurance licenses issued.	79	0	0
Number of days to complete a self-insurance renewal application.	60	54	0
Number of days to complete a new self-insurance application.	70	63	0

ICA 2.0	Program Summary
WORKERS COMPENSATION CLAIMS ASSURANCE	
Molly Jones, Manager	
Industrial Commission of Arizona (602) 542-4661	
A.R.S. § 23-901, et seq.	

Mission:

To ensure that all workers' compensation claims are processed in accordance with the rules and laws of Arizona.

Description:

This program oversees activities of insurance carriers, self-insured employers and third party processors to ensure the proper processing and payment of workers' compensation claims, which includes assessing penalties for bad faith or unfair claims processes and ensuring that claims are accepted or denied within 21 days of receipt of notices of claim. The Claims Division oversees the administration of medical and indemnity benefits for workers' compensation claims. This Division also includes the Ombudsman's office, which provides assistance to stakeholders.

- ◆ **Goal 1** To ensure that permanent disability awards (loss of earning capacity awards) are issued in timely manner.

Objective: 1 FY2016: 82% of all awards will be issued within 75 days.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Awards issued	1,933	0	0
Percent of awards issued within 75 days	71.97	0	0

- ◆ **Goal 2** To complete injured worker average monthly wage determinations in most effective, efficient manner possible.

Objective: 1 FY2016: 95% of all awards determined within 75 days.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of wage determinations issued	12,857	0	0
Percent determined within 75 days	95.0	0	0

- ◆ **Goal 3** To process lump sum commutation requests in the most efficient manner.

Objective: 1 FY2016: 100% of lump sum commutations issued within 15 business days.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Lump sum requests processed	14	0	0
Percent of lump sum decisions issued within 15 business days	100.0	0	0

- ◆ **Goal 4** To process initial filing of Workers Compensation Claims on timely basis.

Objective: 1 FY2016: 92% of claims established within 5 days.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of claims for workers' compensation processed	92,064	0	0
Percent of claims established within five days	96.0	0	0

- ◆ **Goal 5** To ensure that workers' compensation claims are processed in a timely and efficient manner.

Objective: 1 FY2016: Quarterly review results from customer surveys and determine if new processes or procedures need to be changed or implemented.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Customer satisfaction rating for workers' compensation program (Scale A=Excellent, B=Above Average, C=Average, D=Below Average, F=Fail)	B	0	0

- ◆ **Goal 6** To provide information and assistance to injured workers in an efficient manner.

Objective: 1 FY2016: 3,302 calls, in-person meetings and written/electronic responses handled.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of claimants contacted	3,205	0	0

- ◆ **Goal 7** To reduce decision time for LEC Awards from 95 days to 46 days (51% reduction)

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of days from receipt of all necessary information to issuance of LEC award.	97	46	0

- ◆ **Goal 8** To reduce the number of work related injuries by 2%

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of workers' compensation claims notified (processed). End of year validation: Calculate % reduction and adjust for change in FY17 # of Arizona workers as compared to same calculation for FY16.	74,357	72,870	0

- ◆ **Goal 9** To report the number of Average Monthly Wage (AMW) determinations issued.

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of AMW determinations issued.	9,984	9,984	0

- ◆ **Goal 10** To reduce the decision time for AMW determinations from 27 days to 24 days for all cases (15% reduction)

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of days from date of receipt of completed AMW information to date of determination.	27	24	0

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ICA 3.0	Program Summary
	ADJUDICATION OF DISPUTES
	Michael A. Mosesso, Chief Judge
	Industrial Commission of Arizona (602) 542-5241
	A.R.S. § 23-941

Mission:

To adjudicate legal disputes in the areas of workers' compensation, youth employment, and minimum wage.

Description:

The Division resolves disputes in workers' compensation cases arising out of decisions made by insurance carriers, self-insured employers or the Industrial Commission. The Division also hears other matters arising under A.R.S. Title 23, youth employment labor, and minimum wage cases.

- ◆ **Goal 1** To process and set hearings so that they are heard in a timely manner.

Objective: 1 FY2016: Adjudicate requests for hearing within an average of 115 days from ALJ case assignment to award.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of petitions for hearing received: workers compensation	6,190	0	0
Petitions for hearing received: OSHA	119	0	0
Awards issued: Workers' Compensation	6,158	0	0
Average number of days to resolve a case by the administrative law judge division	126	0	0

- ◆ **Goal 2** To process requests for hearing in the most efficient, cost effective manner.

Objective: 1 FY2016: Resolve at least 25% of ALJ Division referrals without a formal hearing.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Awards issued without hearing	2,648	0	0
Number of hearings conducted by the administrative law judge division	5,389	0	0

- ◆ **Goal 3** To reduce ALJ average case processing time from 126 days to 110 days (12% reduction).

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
# of days from ALJ case assignment to decision or award.	126	110	0

- ◆ **Goal 4** To reduce average decision time for all substantive ALJ Awards to 30 days with no case decided later than 60 days.

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of days from case submission to issuance of ALJ Awards.	19	30	0
Percent of substantive Awards issued each month within 60 days of case submission divided by total number of substantive Awards issued each month.	94	100	0

ICA 4.0	Program Summary
	LABOR LAW ADMINISTRATION
	Steve Welker, Director
	Industrial Commission of Arizona (602) 542-4515
	A.R.S. §§ 23-230 et seq., 23-350 et seq., 23-363 et seq., 23-521 et seq.

Mission:

To enforce and provide administration of labor laws regarding the protection of wage claimants and youth employees.

Description:

The program shall enforce all statutes and rules concerning the resolution of wage complaint disputes, the enforcement of youth employment laws which involve the issuing of penalties for violations, and the enforcement of minimum wage laws.

- ◆ **Goal 1** To efficiently enforce the Child Labor Laws in a timely manner.

Objective: 1 FY2016: Investigations related to youth labor complaints will be completed within 60 days.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of injury reports reviewed	514	0	0
Child labor law violations investigated	36	0	0
Violations confirmed	2	0	0
Turnover time (time violations known to Labor to time violation confirmed in days)	36	0	0

- ◆ **Goal 2** To efficiently process and investigate wage claims in a timely manner.

Objective: 1 FY2016: 80% of all wage claims filed will be completed with 90 days of filing.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of claims filed	2,892	0	0
Average months to complete investigation	3.0	0	0

- ◆ **Goal 3** To efficiently process and monitor the licensing of private employment agencies.

Objective: 1 FY2016: Complaints received against licensed employment agencies will be investigated and completed within 60 days.

FY2017: N/A

FY2018: N/A

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Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Average months to complete investigation	1.0	0	0
Percent of licenses processed within 90 days	100.0	0	0
License applications processed	2	0	0
Complaints investigated	0	0	0

◆ **Goal 4** To efficiently process, investigate minimum wage claim complaints and enforce minimum wage laws.

Objective: 1 FY2016: All minimum wage claims and complaints will be completed within 90 days of filing.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Complaints filed	35	0	0
Average months to complete investigation	2.0	0	0
Inquires	228	0	0
Complaints resolved through administrative determinations	0	0	0
Complaints mediated and resolved	14	0	0
Audit of Payroll Records & Compliance investigations completed	0	0	0

◆ **Goal 5** To reduce resolution time for of all completed wage claims from 82 days to 68 days (17% reduction).

Objective: 1 FY2016: N/A

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of days from date of receipt of completed wage form to date of resolution.	82	68	0

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of health compliance inspections	287	0	0
Health violations	752	0	0
Number of safety compliance inspections	960	0	0
Safety violations found	1,587	0	0

◆ **Goal 2** To provide effective and timely voluntary consultation services to aid employers in recognizing and abating work place hazards.

Objective: 1 FY2016: To identify and remove safety and health hazards through consultation surveys conducted.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Safety consultation surveys	198	0	0
Hazards	1,021	0	0
Health consultation surveys	170	0	0
Hazards	752	0	0

◆ **Goal 3** To provide statewide training programs to employees concerning specific safety related functions that are timely and effective.

Objective: 1 FY2016: Conduct 330 of consultation training and speaking engagements.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Programs	843	0	0
Employers trained	2,839	0	0
Employees trained	1,937	0	0

◆ **Goal 4** To ensure that there is no danger to employees or the general public from Arizona boilers or elevators.

Objective: 1 FY2016: Correction orders will be issued within 5 working days upon the completion of an inspection producing evidence of a violation.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Boilers inspected	3,357	0	0
Deficiencies identified	1,468	0	0
Elevators inspected	6,498	0	0
Deficiencies identified	3,274	0	0

◆ **Goal 5** To effectively investigate OSHA Discrimination Cases.

Objective: 1 FY2016: Screen and process all complaints within 30 days of receipt.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of Discrimination Complaints Received	103	0	0
Number of complaints where initial decision was reached within 90 days (includes cases administratively dismissed without investigation)	48	0	0

◆ **Goal 6** To increase the number of safety consultations for construction employers in FY17 by 30% as compared to

ICA 5.0	Program Summary
OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION	
William Warren, Director	
Industrial Commission of Arizona (602) 542-5795	
A.R.S. § 23-405	

Mission:

To ensure the safety of employees in the State of Arizona covered by the Arizona Occupational Safety and Health Act.

Description:

The Division administers the Arizona Occupational Safety and Health Act through a State Plan with Federal OSHA. The Division is responsible for enforcing the occupational safety and health standards in all industries in Arizona except mining, establishments located on Indian reservations, and federal agencies. The division is also responsible for elevator safety and oversees boiler safety. ADOSH focuses its efforts on both compliance and consultation/training.

◆ **Goal 1** To effectively enforce all OSHA standard in safety compliance and industrial hygiene.

Objective: 1 FY2016: Initiate safety and health complaints within 7 days and safety and health investigations within 3 days of receipt.

FY2017: N/A

FY2018: N/A

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FY16.
Objective: 1 FY2016: N/A
 FY2017: N/A
 FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of safety consultations for construction employers in FY17 minus # of consultations in FY16 divided by # of consultations in FY16 .	126	164	0

◆ **Goal 7** To increase the number of participants in SHARP, VPP and PEPP in FY17 by 7% as compared to FY16.

Objective: 1 FY2016: N/A
 FY2017: N/A
 FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of participants in FY17 minus FFY16 average divided by FY16 average.	70	75	0

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Average days between receipt of claims notice and issuance of award	15.8	0	0
Pre-1973 Supportive care awards issued	13	0	0
Open Pre-1973 supportive care claims	193	0	0
Open No Insurance claims	592	0	0
No insurance determinations issued	0	0	0
Rehabilitation awards issued for scheduled and unscheduled injury types	113	0	0
Reimbursement request processed on second injury claims	649	0	0
A.R.S. § 23-966 Determinations made	3	0	0
Open A.R.S. 23-966 claims	26	0	0

◆ **Goal 2** To increase number of Special Fund Voluntary Settlements from average of 2-3 per month to average of 5 per month where appropriate (94% increase).

Objective: 1 FY2016: N/A
 FY2017: N/A
 FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of Special Fund cases settled.	31	60	0

◆ **Goal 3** To reduce injured worker initial indemnity payment time from 93 days to 74 days for no insurance claims (20% reduction).

Objective: 1 FY2016: N/A
 FY2017: N/A
 FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of days from acceptance of no insurance claim to first indemnity payment.	93	74	0

ICA 6.0	Program Summary
	SPECIAL FUND CLAIMS PROCESSING
	Ruby Tate, Special Fund Manager
	Industrial Commission of Arizona (602) 542-3294
	A.R.S. §§ 23-907, 23-966, 23-1065

Mission:

To provide benefits to all injured employees not covered by regular workers' compensation insurance coverage or by self-insurance coverage in Arizona.

Description:

The program processes all claims for injured workers where the employer failed to provide workers compensation insurance; provides continual workers' compensation benefits for bankrupt self-insured employers; provides partial coverage of workers' compensation benefits for second injury claims; provides vocational rehabilitation benefits; and provides continuing medical benefits for pre-1973 workers' compensation claimants.

◆ **Goal 1** To process claims of injured Special Fund claimants in timely manner.

Objective: 1 FY2016: No Insurance and bankrupt self-insured employer claims will be accepted or denied within 21 days of notification; medical and other invoices with supporting documentation will be processed within 30 days of receipt; compensation claim forms for payment of indemnity benefits will be processed within 2 days of receipt.

FY2017: N/A
 FY2018: N/A

ICA 7.0	Program Summary
	LEGAL COUNSEL
	Jason Porter, Chief Counsel
	Industrial Commission of Arizona (602) 542-5781
	A.R.S. § 41-192 (G)

Mission:

To represent the Industrial Commission of Arizona in all legal matters affecting the Agency.

Description:

The program represents the Special Fund Division, the OSHA Division, and the Labor Department in all legal matters affecting or involving these Divisions. The program promulgates rules for the Agency, provides legal advice as requested by Commission and agency staff, represents the Agency in personnel matters, initiates collection of no-insurance accounts receivables and third party liens, and operates a program for processing and collecting of other delinquent accounts. The program also operates a compliance program that identifies Arizona employers who are operating without workers' compensation insurance.

◆ **Goal 1** To provide quality legal representation to the Agency in contested legal matters.

Objective: 1 FY2016: Process 95% of writs and mandates to completion within 25 days of receipt. Perform initial assessment / review of new case referrals within 10 business

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days of assignment.

FY2017: Process 95% of writs and mandates to completion within 25 days of receipt.
Perform initial assessment / review of new case referrals within 10 business days of assignment.

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
No Insurance cases referred for hearing	172	150	0
OSHA cases referred for hearing	124	75	0
Apportionment/Supportive Care Matters	76	90	0
Number of wage claim appeals	8	5	0
Litigation investigations completed	48	50	0
Civil Penalty Cases referred to hearing	25	40	0
Legal opinions & other miscellaneous	91	150	0
Rulemaking/Regulatory/Compliance/Legislation	2	5	0
Writs	86	75	0
Mandates	89	75	0

◆ **Goal 2** To effectively collect debts owed to the state and the Industrial Commission.

Objective: 1 FY2016: Complete 95% of compliance investigations within 60 days of initiation. Refer uninsured employer determinations to the Commission for assessment of civil penalty within 30 days of investigation completion.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Collection investigations initiated	2	0	0
Collection files opened	320	0	0
Subrogation files opened	7	0	0

◆ **Goal 3** To effectively enforce compliance by Arizona employers with Arizona Workers' Compensation Insurance requirements.

Objective: 1 FY2016: Open new collection file / begin collection process within 30 days of receipt of complete referral. Process 95% of checks within 3 business days.

FY2017: N/A

FY2018: N/A

Performance Measures	FY 2016 Actual	FY 2017 Estimate	FY 2018 Estimate
Number of compliance referrals	2,662	0	0
Employers identified as uninsured	521	0	0
Compliance investigations completed	694	0	0
Civil penalties issued	148	0	0
Employers insured through our efforts	295	0	0
Injunctive proceeding initiated	53	0	0